

**List of Medicaid and CHIP Eligibility and Enrollment Performance Indicators and Sub-indicators
(May 20, 2014)**

1. **Total Call Center Volume** (by individual call center, and a sum of all call centers)
2. **Average Call Center Wait Time** (for each call center, and a weighted average for all call centers)
3. **Average Call Center Abandonment Rate** (for each call center, and a weighted average for all call centers)
4. **Number of Applications Received in Previous Week [Removed]**
 - 4a. ~~Total Applications Received [Removed]~~
By "Door" Through Which Application Received
 - 4b. ~~Applications Received by Medicaid Agency [Removed]~~
 - 4c. ~~Applications Received by CHIP Agency [Removed]~~
 - 4d. ~~Applications Received by SBM [Removed]~~
5. **Number of Applications Received**
 - 5a. Total Applications Received

 - 5b. Applications Received by Medicaid Agency
Applications Received by Medicaid Agency, by Channel
 - 5c. Online Applications Received by Medicaid Agency
 - 5d. Mail Applications Received by Medicaid Agency
 - 5e. In-person Applications Received by Medicaid Agency
 - 5f. Phone Applications Received by Medicaid Agency
 - 5g. Other Applications Received by Medicaid Agency

 - 5h. Applications Received by CHIP Agency
Applications Received by CHIP Agency, by Channel
 - 5i. Online Applications Received by CHIP Agency
 - 5j. Mail Applications Received by CHIP Agency
 - 5k. In-person Applications Received by CHIP Agency
 - 5l. Phone Applications Received by CHIP Agency
 - 5m. Other Applications Received by CHIP Agency

 - 5n. Applications Received by SBM
6. **Number of Electronic Accounts Transferred**
 - 6a. Total Transfer Accounts Received From the FFM
 - 6b. ~~Total Transfer Accounts Received from the FFM [Removed]~~
 - 6c. ~~Transfers Received from Non-Integrated SBM systems [Removed]~~
 - 6d. ~~Transfers Received from Unknown Source [Removed]~~

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By Transfer Type

- 6e. Determined Account Transfers Received
- 6f. Assessed Account Transfers Received
- 6g. Request for Full Determination Transfers Received
- 6h. Transfers of Unknown Type Received

~~6i. Total Transfer Accounts Sent [Removed]~~

- 6j. Total Transfer Accounts Sent to FFM
- 6k. Transfers to Non-Integrated SBM Systems

7. Number of Renewals

- 7a. Number of Renewals up for Annual Redetermination

By Determination Type

- 7b. Medicaid MAGI renewals
- 7c. Medicaid Non-MAGI Renewals
- 7d. CHIP Renewals
- 7e. Renewals of Unknown Type

8. Total Enrollment

- 8a. Total Medicaid Enrollees

Medicaid MAGI enrollment

- 8b. Total MAGI Enrollees
- 8c. MAGI Child Enrollees
- 8d. MAGI Adult Enrollees

Medicaid non-MAGI enrollment

- 8e. Total Non-MAGI Enrollees
- 8f. Non-MAGI Child Enrollees
- 8g. Non-MAGI Adult Enrollees

- 8h. Total CHIP Enrollees

9. Total Number of Individuals Determined Eligible

- 9a. Total Medicaid Eligible

By Determination Type

- 9b. Medicaid MAGI Eligibility Determinations
- 9c. Medicaid non-MAGI Eligibility Determinations

By Reason for Determination

- 9d. Medicaid Eligibility Determined at Application
- 9e. Medicaid Eligibility at Application under MAGI Rules
- 9f. Medicaid Eligibility at Application under non-MAGI Rules

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- 9g. Medicaid Eligibility Determined at Annual Renewal
- 9h. Medicaid Eligible via Administrative Determination
- 9i. Medicaid Eligible via Other Method

9j. Total CHIP Eligible

By Reason for Determination

- 9k. Determined CHIP Eligible at Application
- 9l. Determined CHIP Eligible at Annual Renewal
- 9m. All Others Determined CHIP Eligible

10. Total Number of Individuals Determined Ineligible

10a. Total Medicaid Ineligible

By Determination Reason

- 10b. Medicaid Determination – Ineligibility Established
- 10c. Medicaid Determination – Eligibility Cannot be Established

By Type of Determination

- 10d. Medicaid Determination – Ineligible at Application
- 10e. Medicaid Determination – Ineligible at Annual Renewal
- 10f. Medicaid Determination – Ineligible via Other Application Type

10g. Total CHIP Ineligible

By Determination Reason

- 10h. CHIP Determination – Ineligibility Established
- 10i. CHIP Determination – Eligibility Cannot be Established

By Type of Determination

- 10j. CHIP Determination – Ineligible at Application
- 10k. CHIP Determination – Ineligible at Annual Renewal
- 10l. CHIP Determination – Ineligible via Other Application Type

11. Number of Pending Applications or Redeterminations

Pending at Medicaid Agency

- 11a. Number Pending at Medicaid Agency
- 11b. Pending at Medicaid Agency Type

Pending at Separate CHIP Agency

- 11c. Number Pending at CHIP Agency
- 11d. Pending at Separate CHIP Agency Type

12. Processing Time for Determinations

12a. Median Processing Time – All Medicaid Determinations

Type of Medicaid Determination

12b. Median Processing Time – MAGI Determinations

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12c. Median Processing Time – non-MAGI Determinations

Source of Medicaid Application

12d. Median Processing Time – Direct Application

12e. Median Processing Time – Transfer Application from FFM

Number of Medicaid MAGI Determinations, by Processing Time

12f. Less than 24 Hours

12g. 24 Hours – 7 Days

12h. 8 Days – 30 Days

12i. 31 Days – 45 Days

12j. More than 45 Days

Number of Medicaid non-MAGI Applications, by Processing Time

12k. Less than 30 Days

12l. 31 – 60 Days

12m. 61 – 90 Days

12n. More than 90 days

Source of CHIP Application

12o. Median Processing Time – separate CHIP Agency

12p. Median Processing Time – Direct Application

12q. Median Processing Time – Transfer Application from FFM

Number of CHIP Applications, by Processing Time

12r. Less than 24 Hours

12s. 24 Hours – 7 Days

12t. 8 Days – 30 Days

12u. 31 Days – 45 Days

12v. More than 45 Days